

## Director's Monthly Message: Janel L. Forde



*"You gain strength, courage, and confidence by every experience in which you really stop to look fear in the face. You are able to say to yourself, 'I lived through this horror. I can take the next thing that comes along.'"*

*- Eleanor Roosevelt, 1936*

First Lady Eleanor Roosevelt's words, though delivered during the Great Depression, seem especially relevant to us now as we face the uncertainties of COVID-19.

Little more than a month ago, we began hearing cautions about the seriousness of COVID-19. Now, we've watched it grow into a situation that has changed the way we live, work and interact with one another. From the very start, CMS staff recognized the collective duty we share to continue to serve client agencies and agency partners, many of which depend on CMS every day for administrative, operational, and logistical support of various kinds. I want to recognize our entire CMS staff for your dedication and selflessness to service during this ongoing response.

I'd like to highlight the hard work of the **Bureaus of Personnel, Benefits, Labor Relations, Agency Services, Property Management and Environmental Health and Safety teams** who have completely stepped up to keep buildings safe and clean and provide ongoing guidance to employees and agencies. These efforts have helped to ensure that critical services continue for State agencies and residents.

I am also grateful for the inspiring and steadfast leadership from Governor JB Pritzker and his efforts to take quick and deliberate action to help

keep us all protected and informed based on the advice of IDPH, IEMA, and other health and infectious disease experts.

We also celebrate healthcare professionals, building engineers, trades, janitorial crews, mechanics, transportation, grocery store and gas station workers, and all other essential workers who are keeping the State running for us all.

We have come a long way in just a few weeks through proper preparation, planning, and execution of plans to continue operating and supporting operations among all these vital service agencies. This response is still evolving, but the commitment we share and the respect for one another that we have demonstrated together will carry us through this crisis and, I believe, will make us stronger, smarter, and more resilient in the long run.

I could not be prouder of the work being done, and I could not be more confident of the outcomes we will fashion through a dedication to doing the right thing for the entire population of Illinois.

Eleanor Roosevelt, at the depths of the Great Depression in early 1936, remarked that as the President, her husband, worked through an evening on an address to the nation, and she herself was busy writing an article of information and encouragement, "Midnight came and bed for all, and all that was said was 'good night, sleep well, pleasant dreams ... with the new day comes new strength and new thoughts.'" In such wisdom, we can take great solace.

**Continue to stay safe. We will all get through this together.**

For the latest information on the State's COVID-19 response, visit [coronavirus.illinois.gov](https://coronavirus.illinois.gov).

## EOTM – Team of the Month – CMS STAFF

Congratulations CMS! For April 2020, I would like to recognize **the entire staff of the Illinois Department of Central Management Services** as CMS Employee Team of the Month, for your resiliency, commitment, and quick engagement in response to COVID-19 in Illinois.

The CMS team's response has been impressive and inspiring in support of the Office of the Governor, the General Assembly, and agency clients

in CMS-managed facilities throughout the State, along with the millions of Illinois residents these State facilities serve.

As an agency, CMS has been recognized by Governor Pritzker for our efforts during the COVID-19 response.

[Governor Pritzker CMS Shout Out March 24, 2020](#)

[Governor Pritzker CMS Shout Out March 30, 2020](#)

## EOTM Award for April – Jennifer Haley Perrin



CMS COO Ayse Kalaycioglu, socially distanced while presenting Jennifer Haley Perrin, Northern Regional Manager for the Bureau of Property Management (BoPM) with her April 2020 Employee of the Month award.

**Jennifer Haley Perrin**, Northern Regional Manager for the Bureau of Property Management (BoPM), has been named the CMS Employee of the Month for April 2020. Her role at CMS includes broad oversight of maintenance and service to more than 300 CMS-managed properties and facilities located north of Interstate 80, mainly in the greater Chicago area.

Perrin is consistently busy handling needs and requests from agency clients housed in those facilities, but the rapid and unexpected growth of COVID-19 in Illinois during the past month meant that Perrin's oversight duties suddenly mushroomed into a role of critical importance to CMS employees, agency clients and staffs, and residents of the Chicago area and the entire State.

"Jennifer has stepped up like nothing I've ever seen," **Ayse Kalaycioglu**, CMS' Chief Operating Officer (COO) said. "The coronavirus situation was unknown territory for every one of us, but she has been responsible, flexible, and responsive in every way to make sure we were handling things and doing what's best for our employees at CMS, for our agency clients, and for all State employees working in our facilities. She and her team are responsible for pulling us through this problem we're dealing with. Jennifer is a strong woman, and she has led this the right way, every step of the way."

An Employee of the Month honor was the last thing on Perrin's mind when she left for some rest and relaxation on March 9.

"The last day I was physically in the office was actually kind of slow, and I thought it was a good time to be heading out," Perrin said. "The next day, the threat of the virus became very real in Illinois, and it all hit at once. I spent every day of that time on the phone or responding to email for 10 or more hours a day" as the Property Management team tried to anticipate and stay ahead of rapidly expanding health and safety needs, questions being asked, and especially in search of information on what to do.

"The last words I spoke to her that day were that she had picked a good week to go on vacation – and then everything changed," said **James Fox**, CMS Statewide Facilities Manager and Perrin's immediate supervisor. "Jennifer worked tirelessly and selflessly while on that family vacation. Her leadership and dedication to excellence is unsurpassed, and her experience in facility management is priceless. She is very deserving of this recognition."

Perrin's 20-plus years of experience in State property management showed up significantly in her remote handling of planning and execution. She oversees 10 CMS Facility Managers in the Chicago area, each serving as liaison for multiple properties housing multiple agencies. Perrin and her facility management teams typically oversee all manner of service provision to tenant agencies, including maintenance service needs from mechanical and electrical contracting to basic cleaning services.

With the response escalating, "suddenly, we were being asked to do all that and a lot more, working first just to ensure the safety of our own staff and all the tenant agency staffs in place, and everything hit us very fast," Perrin said. "We were getting phone calls from all areas just trying to figure out safety procedures and processes for things like building closures or reductions in hours – everybody had questions and it was pretty challenging just by the sheer size of what we deal with."

Coordination was the key and previous emergency planning helped. "People in many cases just needed reassurance, and Jennifer and her entire team proved to be very good at that," COO Kalaycioglu added. Perrin had served as the Assistant Facility Manager at the James R. Thompson Center (JRTC), and as JRTC Facility Manager over more than a decade. She was assigned as Northern Regional Manager in 2017.

As the response developed, CMS quickly became part of the multi-agency discussion of support for virus testing and the possible use of any vacant CMS-managed facilities to assist public health professionals in serving the general public. "We identified a former EPA building, a former vehicle emissions testing site, that could be converted to a drive-through virus testing facility, and our team immediately went to work to get that facility site ready," Perrin said.

"The cooperation among all agencies throughout the past few weeks has been inspiring," Perrin added, including the Illinois National Guard, the Illinois Emergency Management Agency, and the Department of Public Health among many others.

"Our main priority in facility management is to make sure that everyone working in any of our facilities are able to count on a safe and healthy work environment, and that has never changed throughout the crisis," Perrin said. "But I have never seen anything like this.... I admit that I get a little teary talking about what our staff has done, and how inspiring everyone's dedication to this work has been."

## Safety Corner

 State of Illinois  
Illinois Department of Public Health

### COVID-19 General Prevention

Protect yourself from all infectious diseases by using these precautions.

 Stay home when you are sick	 Avoid contact with people who are sick	 Get adequate sleep and eat well-balanced meals
 Wash hands often with soap and water – 20 seconds or longer	 Dry hands with a clean towel or air dry your hands	 Avoid touching your eyes, nose, or mouth with unwashed hands or after touching surfaces
 Cover your mouth with a tissue or sleeve when coughing or sneezing	 Clean and disinfect "high touch" surfaces often	 Call before visiting your doctor

Clean all "high-touch" surfaces every day.

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets and bedside tables. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product, including precautions you should take when applying, such as wearing gloves and making sure you have good ventilation during use.

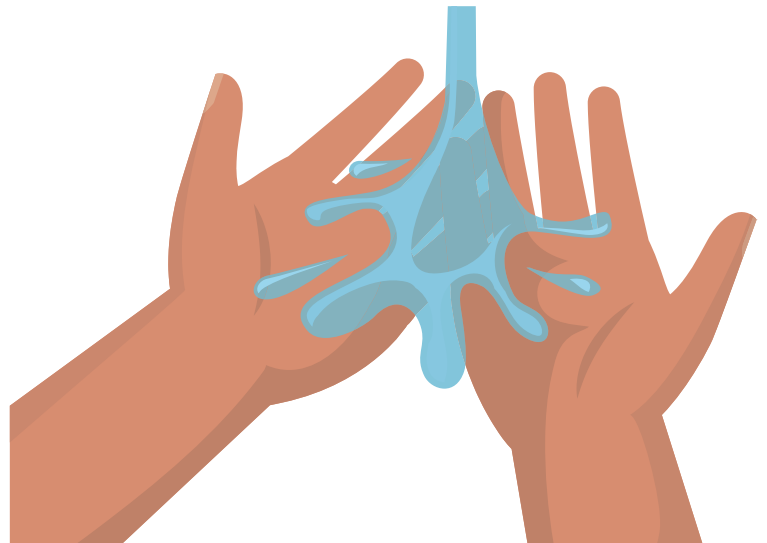


Questions about COVID-19?  
Call 1-800-889-3931 or email [dph.sick@illinois.gov](mailto:dph.sick@illinois.gov)  
Illinois Department of Public Health - [www.dph.illinois.gov](http://www.dph.illinois.gov)  
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The Illinois Department of Public Health has compiled resources for protecting the health and safety of communities against COVID-19. Please visit

[dph.illinois.gov](http://dph.illinois.gov)

for the latest health and safety recommendations.



## Benefits Corner

The Illinois Department Central Management Services (CMS) is working to support the physical, mental and financial health of members who may be affected, either directly or indirectly by COVID-19. Please see below for a list of benefits resources available below.

### New COVID-19 Benefits Website

All health plan members are encouraged to visit [www.MyBenefits.illinois.gov](http://www.MyBenefits.illinois.gov) or call the MyBenefits Service Center (844) 251-1777 from 8:00 AM – 6:00 PM CT, Monday through Friday to address benefit and enrollment questions.

For concerns that cannot be addressed by MyBenefits, members should contact CMS toll free at (800) 442-1300 and leave a message. A representative will return calls within 24 hours, Monday through Friday.

### Telehealth Virtual Visits

Fees for Telehealth virtual visits, COVID-19 tests and exams have been waived for most Health plans. Some plans also offer Telemedicine services for virtual visits with medical professionals other than your provider. Follow the links below to access your health plan's Telemedicine site.

[Aetna](#)  
[Health Alliance](#)  
[Health Link](#)

### Emotional Health and Support

To support the mental well-being of our employees during this stressful time, both the Employee Assistance Program (EAP) and Personal Support Program (PSP) have expanded their operations. All services are free and confidential.

#### PSP for AFSCME31 members

(800) 647-8776, Monday – Friday, 8:30 AM- 4:30 PM

#### EAP through Magellan for non-AFSCME31 members

(866) 659-3848

### Dependent Eligibility Verification Audit (DEVA)

CMS has delayed the termination of dependents that have not been verified in the audit. Dependents who still require verification should submit required documentation at [www.VerifyOS.com](http://www.VerifyOS.com), via fax to (877) 223-8478 or mail to HMS, PO Box 165308, Irving TX 75016-9923. If you are included in the audit, you must submit proof of eligibility for each dependent listed on your Verification Form by June 18, 2020 or their coverage will be terminated effective July 1, 2020.



## Events Recap

### Women's History Month Reception



Thank you **Governor JB Pritzker**, **First Lady MK Pritzker** and **Lt. Governor Juliana Stratton** for inviting the Illinois Department of Central Management Services for the Women's History Month Panel Discussion and Reception on March 4, 2020 at the Governor's Mansion. Director **Janel Forde**, Deputy Director **Katy Straub**, Deputy Director

**Marjani Williams**, Deputy General Counsel **Radhika Lakhani**, **Krysti Rinaldi**, of the Bureau of Strategic Sourcing and **Vicki Davis** of the Office of Rapid Results attended the event and presentation of the first annual report for the Illinois Council for Women and Girls. Congratulations on the success of the Council's work to improve the future for women and

(above) Governor JB Pritzker, First Lady MK Pritzker and Lt. Governor Juliana Stratton. (right) Deputy General Counsel Radhika Lakhani, Krysti Rinaldi, Bureau of Strategic Sourcing, Director Janel Forde, Vicki Davis, Office of Rapid Results, Deputy Director Marjani Williams and Deputy Director Katy Straub.



### Illinois Higher Education Supplier Diversity Workshop

Thank you to the Illinois Department of Veterans' Affairs, Illinois Department of Military Affairs, Illinois Finance Authority, Illinois Department of Human Rights, Human Rights Commission, State of Illinois - Illinois Student Assistance Commission, Illinois Workers Compensation Commission, Illinois Department of Agriculture, Illinois Department of Employment Security and all the participants who joined us for the Illinois Higher Education Supplier Diversity Workshop and Reception for Agency Leadership held on Friday, February 28, 2020. This workshop was given by the Illinois Department of Central Management Services Business Enterprise Program (BEP) to assist private higher education entities in navigating the Public Act 100-0140. The reception provided a closer look at the benefits of BEP to directors and personnel that lead state agencies.



Irma Lopez, BEP Outreach Manager, moderating the panel discussion at the Illinois Higher Education Supplier Diversity Workshop.

### Multi-Agency Strategic Planning Workshop



Participants at the Office of Rapid Results Multi-Agency Strategic Planning Workshop on March 4, 2020.

The Illinois Department of Central Management Services Office of Rapid Results completed the second half of the newly-developed Multi-Agency Strategic Planning Workshop on March 4, 2020. This two-day workshop is designed to provide agency leadership with a thorough understanding of the leadership actions and behaviors necessary to launch successful strategic planning efforts within their agency. On day two, the participating agency leaders updated those in attendance on their strategic planning progress since last month's class. Following that discussion, the group heard actual strategic planning stories from throughout Illinois state government, learned how to evaluate and implement a strategic plan, and participated in group activities focused on the correct application of strategic planning tools and techniques.

### Rapid Results Speaker Series



Jim Wilkerson, System Director for Operations Improvement for Memorial Health System at the Rapid Results Speaker Series.

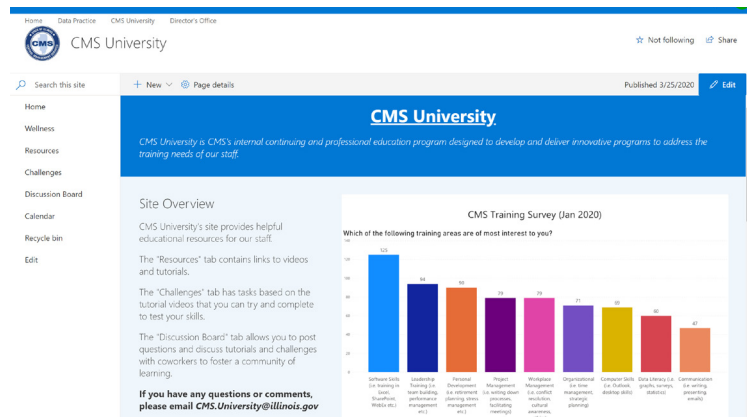
Thank you to **Jim Wilkerson**, System Director for Operations Improvement for Memorial Health System (IL) in Springfield, for delivering an outstanding presentation on March 10, 2020. As the latest in the ongoing Rapid Results Speaker Series, Jim detailed Memorial's process improvement system to an audience of 45 Rapid Results participants from 12 state agencies. Another thank you goes to the Memorial Center for Learning and Innovation for providing a wonderful facility for this event. The Rapid Results Speaker Series takes place each quarter and consists of a guest speaker from either the public or private sector speaking about his or her experiences with continuous improvement. These talks serve as continuing-education opportunities for all state employees who have been trained in operational excellence principles through Rapid Results Workshops.

# Webinars and Trainings

## CMS University

CMS University is in session. Visit the site to access exciting trainings and resources for beginners and experts. Be sure to check back for new updates including CLE courses in the near future.

[Click here to access the CMS University](#)



## Budgeting, Relationships and Life Events

[\(click to register\)](#)

April 8, 2020 from 1-2 p.m. CT

Objectives:

1. Discuss how to create financial wellness
2. Learn financial wellness growth opportunities
3. List four crucial financial issues to discuss in relationships
4. Describe life events that change financial plans and how to handle them

## Five Fast Fixes to Reduce Stress (registration not required)

April 22, 2020 from 12-1 p.m. CT

Stress is an inevitable part of life. It comes in many forms, such as trying to figure out how to pay unexpected bills or managing increased demands at work. We can't stop all stressful events from happening, but we can learn to manage them in a way that keeps our stress level under control. This training teaches five simple tips to help manage everyday stressors faced at work or home.

URL: <http://magellanhealth.adobeconnect.com/rcfrbigl903p/>

Phone: 1-719-359-9722

Participant code: 120645

## MSA Webinars

MSA Webinars are available to all Magellan clients and members – whether or not they have legal and financial services. The webinars will be recorded and sent to anyone who registers. We will also post the recordings to [www.MagellanAscend.com](http://www.MagellanAscend.com) in the COVID-19 What's Trending. First time users may register on [www.MagellanAscend.com](http://www.MagellanAscend.com) by creating a new account.

**2020**  
**CENSUS**  
*Everyone Counts!*

Have you completed your U.S. Census form yet?  
It's not too late! Visit [www.2020census.gov](http://www.2020census.gov)  
or [www.illinois2020.com](http://www.illinois2020.com) to respond  
today and for more information.



CMS is #allinillinois. For more information on the Governor's campaign to keep us all safe at home, visit [www.enjoyillinois.com/allinillinois](http://www.enjoyillinois.com/allinillinois).



State of Illinois  
Central Management Services

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